Ideation Phase - Define the Problem Statements

Date: 10 February 2026

Team ID: LTVIP2026TMIDS71508

Project Name: Calculating Family Expenses Using ServiceNow

Problem Statement	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	A family member managing daily expenses	Record daily expenses and track monthly spending	I forget to note expenses and cannot calculate totals	Manual tracking in notebooks or memory	Confused and worried about overspending
PS-2	Head of the family planning monthly budget	Analyze category-wise expenses and control spending	I cannot see proper reports or patterns	Data not stored in centralized system	Frustrated and unable to plan savings